

Refund Policy

Out of Scope

- Pharmaceuticals purchased through The Cat protection Society of Victoria's Veterinary Clinic

Online purchase Returns

You have 30 calendar days to return an item from the date your items were delivered, to notify CPSV in writing. Refunds can be facilitated by return mail, to organise this please contact The Cat Protection Society of Victoria on 03 8457 6500 or email online@catprotection.com.au

- Return shipping is payable by the customer.
 - Be unused and in the same condition that you received it
- Your item must be in the original packaging
- Your item needs to have the receipt or proof of purchase
- The money will be refunded to the original payment method you've used during the time of purchase once goods have been returned and reviewed by a CPSV staff member.
- For credit card payments, it may take 5 to 10 business days for a refund to show up on your credit card statement
- If the product is used, damaged in any way, or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund

Faulty Products

If your item has a major problem/fault, you are entitled to a replacement or refund. Examples of faultiness are when the product:

- has a problem that would have stopped you buying it had you known about it
- is unsafe
- is significantly different from the description of the product or
- doesn't do what we said it would do,

These specifications do not include damage caused by misuse or returns simply due to change of mind.

The Cat Protection Society of Victoria reserves the right to refuse to provide a refund, or replacement if the problem has, for instance, arisen because the product was misused by the customer.



Adoption
Shelter



Veterinary
Clinic



Retail
Store

